



STODDARD

POINT OF

DISPENSING

(POD)

PLAN

TOWN OF STODDARD, NH



Approved: Stoddard Board of Selectmen – 7/27/09

TABLE OF CONTENTS

REFERENCES	3
RELEVANT ACRONYMS	4
INTRODUCTION	5
➤ PURPOSE	5
➤ SCOPE	5
➤ OVERVIEW	6
➤ ICS/NIMS COMPLIANCE.....	6
➤ INTERACTION/COORDINATION WITH LOCAL, REGIONAL, STATE AND FEDERAL EFFORTS	6
➤ RELATIONSHIP TO OTHER PLANS.....	6
STODDARD POD REGION COMMUNITIES & POINTS OF CONTACT	7
MEDIA CONTACTS	7
OPERATIONS.....	8
➤ ROLES & RESPONSIBILITIES.....	8
➤ ACTIVATION	8
➤ NOTIFICATION & ALERTING.....	8
➤ DESIGNATED FACILITIES	9
<i>POD Area Aerial View.....</i>	<i>9</i>
➤ POD LAYOUT	10
1. <i>Stoddard Town Hall (limited event).....</i>	<i>10</i>
2. <i>Faulkner Elementary School (large-scale event).....</i>	<i>11</i>
2.b. <i>Faulkner School, Multi-Purpose Room</i>	<i>12</i>
➤ POD STATIONS.....	13
➤ SOURCING & SUPPLY	13
➤ STORAGE.....	13
➤ TRIAGE	14
➤ ILL-CLIENT CARE	14
➤ ISOLATION & QUARANTINE	14
➤ DISPENSING.....	14
➤ SECURITY.....	15
➤ DOCUMENTATION.....	15
➤ TRAFFIC CONTROL	15
➤ SIGNAGE	15
➤ MORTALITY MANAGEMENT	15
LOGISTICS	16
➤ MEDICINE & MATERIALS SUPPLY	16
➤ WASTE DISPOSAL (TBD)	16
➤ CARE OF DECEASED (TBD)	16
➤ DOCUMENTATION & REPORTING (TBD)	16
➤ ISOLATION & QUARANTINE FACILITIES (TBD).....	16
➤ ACUTE CARE CENTER.....	16
PLANNING.....	17
➤ DRILLS & EXERCISES.....	17
➤ PLAN WRITING & MAINTENANCE	17
FINANCE & ADMINISTRATION	18
➤ EXPENDITURES	18
➤ ADMINISTRATION.....	18
➤ PUBLIC INFORMATION & MEDIA RELATIONS.....	18
➤ STAFFING	18

REFERENCES

- Town of Stoddard Local Emergency Operations Plan
- Keene All Health Hazards Region Emergency Preparedness & Response Plan
 - Pandemic Flu Annex
 - Risk Communication Annex
- Memo Of Understanding – (none)
- NH All Health Hazard Regions map
- Forms Supplied In Strategic National Stockpile (or To Be Determined)
 - Facilities Registration Form
 - Pick-up Authorization Form
 - Employee/Household Member Authorization Form
 - Receipt of Medications Form
 - POD Site Security Log
 - ‘Pull’ Dispensing Checklist
 - POD Site Sign-In Sheet

Relevant Acronyms

- ACC - Acute Care Center
- ARC - American Red Cross
- CERT - Community Emergency Response Team
- EMD - Emergency Management Director
- EOC - Emergency Operations Center
- ESF - Emergency Support Function
- FD - Fire Department
- HHS - Department of Health & Human Services (State of NH)
- HSEM - Homeland Security & Emergency Management (State of NH)
- IC - Incident Commander
- ICS - Incident Command System
- KAHHR - Keene All Health Hazards Region
- LEOP - Local Emergency Operations Plan
- MACE - Multi-Agency Coordination Entity
- MRC - Medical Reserve Corps
- NIMS - National Incident Command System
- NSS – Nelson, Stoddard, Sullivan
- OEM - Office of Emergency Management (local)
- PD - Police Department
- PIO - Public Information Officer
- POD - Point of Dispensing
- POC - Point of Contact
- RCC - Regional Coordinating Committee
- SNS - Strategic National Stockpile
- SFD - Stoddard Fire Department
- SPD - Stoddard Police Department
- TBD – To Be Determined

INTRODUCTION

➤ ***Purpose***

This plan for The Town of Stoddard is intended to provide a framework for dealing with a major public health emergency requiring the mass dispensing of medications.

➤ ***Scope***

The Stoddard Regional POD encompasses the towns of Nelson, Stoddard, and Sullivan

Copyright © 2009
All rights reserved.

➤ ***Overview***

In the event of an emergency calling for mass dispensing of medications to the general population, representatives of the three POD towns will work together, in conjunction with the State, to receive, secure and dispense medications from the Strategic National Stockpile (SNS) to all citizens of and visitors to the region, as appropriate. This will include:

- Assessing the needs and priorities for treating the local population
- Setting up and staffing one or more facilities for this purpose
- Keeping the public informed as to the emergency situation as it develops, and the proper use of POD and other facilities
- Dispensing medications and instructions for their use, including ‘push’ and/or ‘pull’ dispensing to special-needs populations
- Maintaining security, crowd control and an orderly flow of traffic to, through and from the POD site
- Establishing isolation and quarantine facilities as needed, independently or in coordination with the Keene All Health Hazards Region
- Documenting and tracking the dispensing of medications
- Maintaining plans and procedures to reflect changes, updated information and lessons learned.

➤ ***ICS/NIMS compliance***

To the extent feasible, the planning, response and recovery effort will be conducted in line with standards delineated in the Incident Command System (ICS) and National Incident Management System (NIMS).

➤ ***Interaction/coordination with local, regional, state and federal efforts***

In the event of a widespread medical emergency, the Nelson, Stoddard and Sullivan (NSS) Regional POD will coordinate with other area communities and the State through the Multi-Agency Coordinating Entity (MACE) set up by the Keene All Health Hazards Region. The NSS POD and POD towns may contribute one or more members to a Unified Command structure, overseeing multiple POD sites in a regional response effort.

➤ ***Relationship to other plans***

This plan is intended to serve as an annex to the ESF-8 Health & Medical section of the all-hazards Nelson, Stoddard and Sullivan Local Emergency Operations Plans (LEOP) and as a supporting element of the Keene All Health Hazards Region (KAHHR) Emergency Operations and Response Plan.

Nelson, Stoddard and Sullivan POD Region Communities & Points of Contact

(Area code 603 unless otherwise noted)	Day	Night	Cell	Pager
• <u>Nelson</u>				
○ Board of Selectmen	363-4624			
○ EMD	256-8417	256-8417	762-4205	564-9508
○ Health Officer	363-4624	363-8988		
• <u>Stoddard</u>				
○ Board of Selectmen	446-3326			
○ EMD	446-7541	446-7541	941-493-9213	
○ Health Officer	847-9727			
• <u>Sullivan</u>				
○ Board of Selectmen	847-3316			
○ EMD	352-0310 X4319	847-9598	762-0942	
○ Health Officer	847-3022			

Cheshire Public Health Network 354-5454 ext. 2130

NH Homeland Security & Emergency Management 271-2231
1-800-852-3792

NH Department of Health & Human Services 357-3510
1-800-852-3345

Media Contacts (SHOULD BE MADE THROUGH MACE)

	<i>Location</i>	<i>Contact</i>	<i>Number</i>
• Emergency Alert System			
○ ?	?	?	?
• Television			
○ WMUR Channel 9	Manchester		699-9999
• Radio			
○ WKBK 1290 AM	Keene		352-8426
○ WKNE 103.7 FM	Keene		357-5382
○ WZBK 1220 AM	Keene		352-9230
○ WINQ 98.7 FM	Keene		357-7486
○ WYRY 104.9 FM	Keene		239-8200
○ FAX number for all Stations			357-3926
• Newspaper			
○ Keene Sentinel	Keene		352-1234

OPERATIONS

➤ *Roles & Responsibilities*

- **Legal & Fiscal Authority** - Stoddard Board of Selectmen
(Other POD towns and regional facilities are responsible for their own legal compliance and expenditures in regard to POD-related operations.)
- **Command & Control** – Stoddard EMD or delegated representative, in consultation with other POD region EMD's, Health Officers, and State and regional public health authorities. In a major event, overall command may be transferred to authorities at a regional or state level.
- **POD Operations** - POD Manager, preferably a credentialed medical professional. OEM, Fire Department, emergency medical, school and town personnel may be called on for staffing, as available. Other potential staffing sources may include ARC, MRC, CERT and other volunteers.
- **Security** – Stoddard Police Department, calling on police mutual aid resources as needed
- **Crowd & Traffic Control** – Stoddard Police Department, with other departmental and mutual aid resources as required
- **Risk Communication & Public Information** – Stoddard Board of Selectmen, with the assistance of the Health Officer, Emergency Management Director (EMD) and regional and state health authorities. In a widespread or large-scale event, responsibility for and direction/coordination of risk communication and public information messaging, will likely be assumed by State or Federal authorities.

➤ *Activation*

The POD will be activated by order of the Stoddard Board of Selectmen. This may occur at the request of local health or emergency management officials, or at the direction of state or regional authorities, such as the Point of Contact of the Keene All Health Hazards Planning Region.

➤ *Notification & Alerting*

- **Staff** responsible for setting up and operating the POD site will be alerted through established emergency management channels. Once alerted, the Emergency Management Director (EMD) will be responsible for alerting other EMDs or points of contact in the other POD communities.
- **Public** will be notified and kept informed via established media channels through a Public Information Officer (PIO), established by the Incident Commander (IC) or other authority in charge of POD operations. In a widespread event, this function may be assumed by a PIO at the regional or State level.

➤ ***Designated Facilities***

Facilities designated for use as points of dispensing include:

Stoddard Town Hall --- LIMITED EVENT

James Faulkner Elementary School --- LARGE SCALE EVENT

- **Town Hall** - To be used as POD facility during limited-scale events, and as a supporting facility — triage, forms distribution, staff rehab, etc. — in a large-scale event
- **School** - To be used as primary POD facility during a large-scale event

Stoddard POD Area Aerial View

QuickTime™ and a
None decompressor
are needed to see this picture.

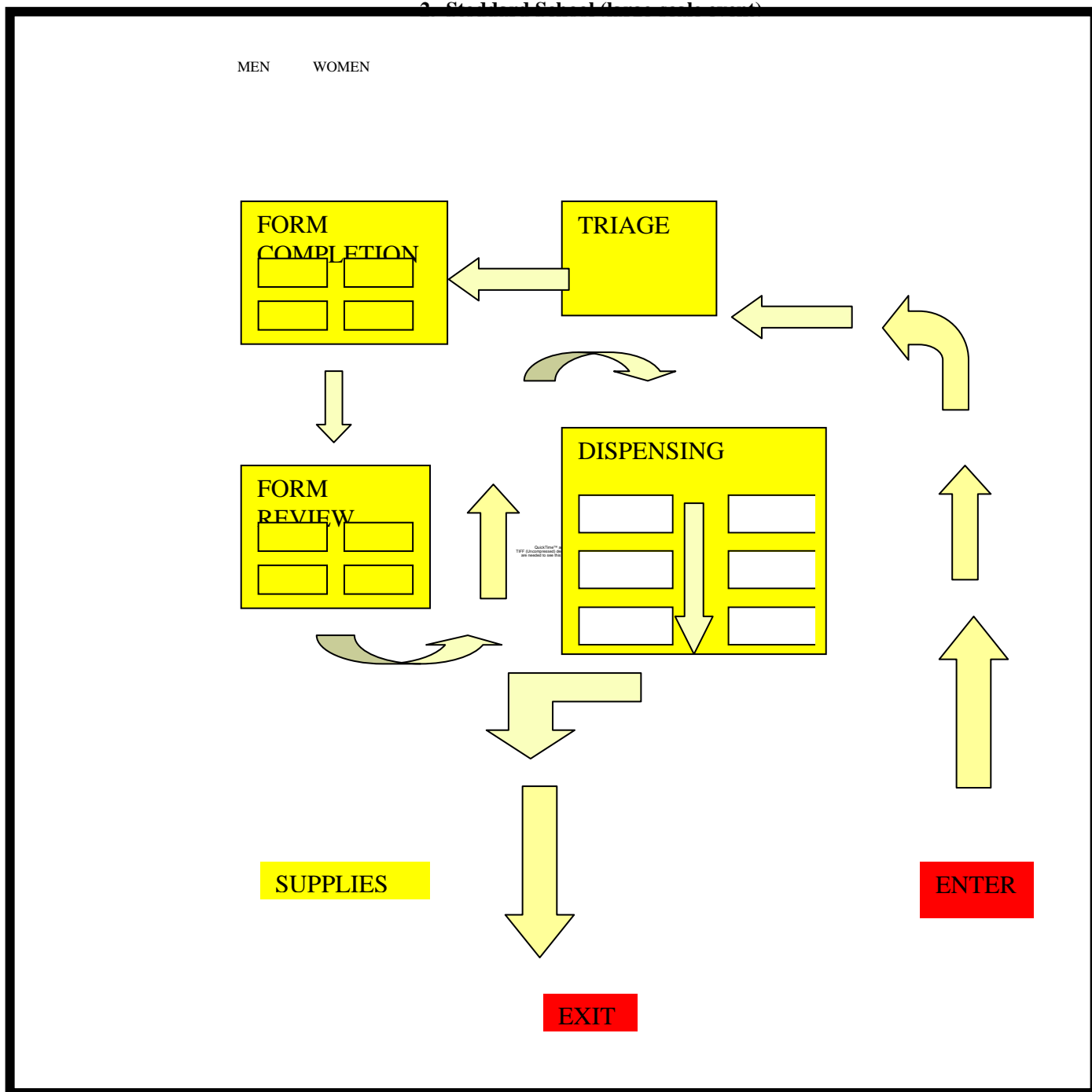
➤ **POD Layout**

The POD site will be set up to assure optimal efficiency in the dispensing of medications to large numbers of recipients, and may be configured or reconfigured at the discretion of the POD Manager to suit the situation. Other key considerations include assuring the safety and health of POD staff and clients, the confidentiality of personal information, and the comfort and ease of clients.

The suggested layout of two basic POD site configurations is shown below.

1. Stoddard Town Hall (limited event)

2. Stoddard School (limited event)



2a. Stoddard School (Large Scale Event)

SUPPLIES

SECURITY
(POLICE)

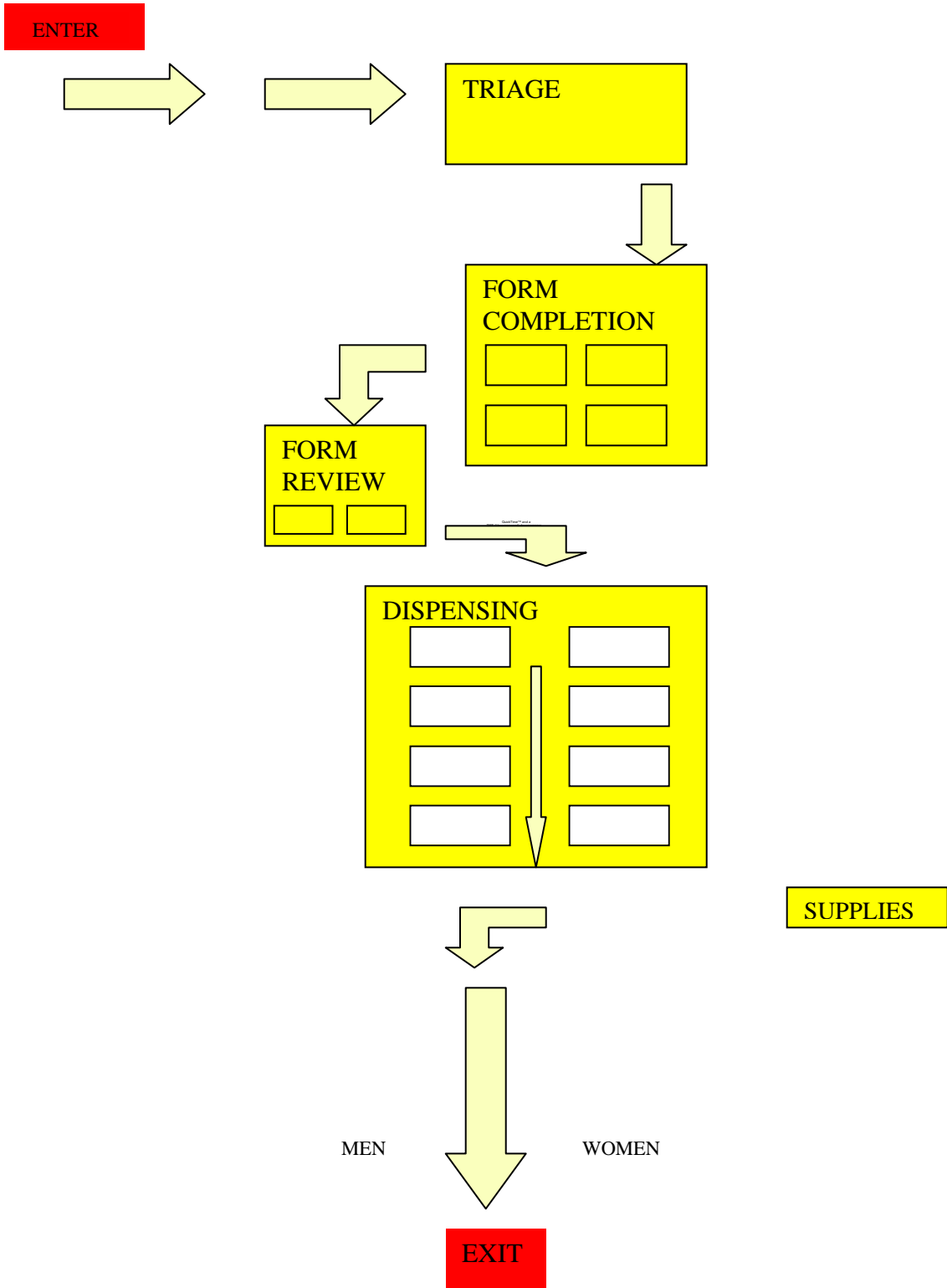
CR1

CR2

BEHAVIORAL
HEALTH

CR3

2b. James Faulkner Elementary School Community Room



➤ **POD Stations**

During normal operations, the POD site will include the following stations:

- **Greeting/Registration** - Clients are greeted, triaged, provided with appropriate forms and directed to forms completion area
- **Forms Review** - Completed forms are reviewed and clients are directed to next appropriate station
- **Dispensing** - Medications and supporting materials, if any, are distributed. This may include separate stations for families with children, special needs, etc
- **Exit** - Final check to assure that all appropriate steps have been completed, questions answered and client exits the POD

As needed and feasible, the POD site may also include some or all of the following stations:

- **Behavioral Health** - Private station where clients can receive counseling from behavioral health staff
- **Security** - Area where clients requiring security intervention can be held prior to being escorted out of the POD site
- **Education** - Where clients can receive one-on-one education if needed
- **Symptomatic** - Advanced triage, where clients exhibiting symptoms of primary medical concern are evaluated and referred for appropriate care
- **Functional Needs** - Designated area to accommodate and assist clients with special needs
- **First Aid** - Treatment area for injured clients or staff.

Other functional areas may include:

- **Handwashing** - Staff should have ready access to sinks with soap and hot water
- **Staff Rehab** - Area where staff can rest, eat and refresh themselves
- **Parking** - Designated area(s) and directions to assure good traffic flow; may include offsite parking and shuttles
- **Crowd Control** - Throughout facility, to assure smooth, rapid line flow
- **Medication Storage** - Secure location with refrigeration available

➤ **Sourcing & Supply**

The Strategic National Stockpile (SNS) will provide medications, instructions for their use, relevant forms and other supporting materials as appropriate. These items will be delivered to the Stoddard POD site by SNS or their designated personnel and equipment.

➤ **Storage**

Medications will be stored prior to dispensing in a secure location at the POD site. James Faulkner Elementary School kitchen is tentatively designated for this function, as it offers controlled access, proximity to the dispensing site and refrigerated storage capacity. Access to stored medications will be limited to authorized personnel, as designated by the POD Manager.

➤ ***Triage***

Trained medical staff at the entry point and throughout the POD site will evaluate those arriving to receive medications, diverting those who are visibly ill, distraught, or a risk to the safety or security of other clients and staff.

➤ ***Ill-Client Care***

If triage staff determines that a client requires immediate medical care, that client will be directed toward either a local hospital — typically Cheshire Medical Center in Keene — or an Acute Care Center (ACC) if one has been set up. ACC siting and activation, and the assignment of ill clients to such a facility, is at the discretion of the Keene All Health Hazards Region (KAHHR).

➤ ***Isolation & Quarantine***

- If triage staff determine that a client may have been exposed to a contagious medical condition, and thus may pose a threat of spreading disease, that client may be advised to isolate themselves from others, either within their home or in a facility set up for that purpose, at the discretion of the POD Manager or authorized medical staff.
- If triage staff determine that a client is already showing signs of a contagious medical condition and thus is likely to endanger others and increase the spread of disease, that client will be directed to quarantine themselves, either within their home or in a facility set up for that purpose, at the discretion of the POD Manager or authorized medical staff.

➤ ***Dispensing***

Provision of medications may take various forms, depending on the nature of the health emergency, the speed at which it develops and the medications to be dispensed.

- Response personnel and their families will be treated at the earliest possible time.
- Centralized distribution to the general public will take place at the designated POD site.
 - Oral medications may be dispensed by medically qualified or designated personnel to individuals or, with proper documentation, to those representing a household or other integral group.
 - Intravenous medications will be administered individually by medically qualified personnel.
- ‘Push’/‘pull’ dispensing - For certain populations for whom transport to the POD site might not be advisable sufficient medications may be dispensed to an authorized representative for dispensing to individual recipients at their own site. Dispensing of medications to other special-needs populations may be handled on an outreach basis by members of the Visiting Nurses Association (VNA) or other organization as tasked by Home Healthcare & Community Services.

- Drive-through - In certain cases, it may be found advisable to set up a drive-through dispensing service. Such a service may be sited, set up and operated at the direction of the EMD or POD Manager.

➤ ***Security***

Security for the POD site(s) and medication storage will be the responsibility of The Stoddard Police Department, calling on other departmental and mutual aid resources as required and available. Security for transport of medications away from the POD site (other than initial SNS delivery) will be provided by the organization or facility receiving the medications.

➤ ***Documentation***

All dispensing of medications will be documented to provide both a legal record and a means of tracking the treatment provided to the local population.

- Forms will be provided by SNS and delivered in conjunction with medications.
- Recipients of medication will be required to fill out and present a completed form prior to receiving medications.
- Completed forms and other documentation will be collected on a regular basis from POD stations and stored in a secure location. Maintenance and storage of documentation is the responsibility of the Stoddard OEM.
- If sufficient forms are not available, a temporary or backup record-keeping format may be established by the POD Manager.

➤ ***Traffic Control***

The Stoddard Police Department will be responsible for determining, establishing and enforcing traffic patterns to assure an orderly and efficient flow of recipients into and out of the POD site. This may include setting up offsite parking, with shuttles providing transfer to the POD site. Such shuttles would likely call on school buses provided by First Student. To reduce traffic flow around the POD site, EMD's from outlying POD communities may choose to set up their own parking sites and shuttle services.

➤ ***Signage***

An assortment of signs for use at a POD sign have been predetermined and manufactured. These signs are stored at the Emergency Operations Center (EOC).

➤ ***Mortality Management***

Arrangement for the handling of mass fatalities will take place in conjunction with the Keene All Health Hazards Region; major and widespread events may also require coordination with State or Federal agencies.

LOGISTICS

➤ ***Medicine & Materials Supply***

The majority of critical supplies will come from the Strategic National Stockpile (SNS), at the direction and with the coordination of State HHS and HSEM departments. Items to be provided through SNS may include:

- Medications and means of delivery, as needed
- Instruction handouts for medication recipients
- Forms for recipient registration and tracking
- Staff protective items such as masks, gloves, gowns, etc.
- Sharps and medical waste disposal containers, etc.
- Office Supplies such as pens, pencils, paper, etc.

SNS and/or State personnel will coordinate with the Point of Contact of the Keene All Health Hazards Region to determine local needs and schedule deliveries.

Other materials that may be needed include:

- Food and water
- Cots/beds and bedding
- Informational handouts
- Signage (full set on hand through OEM)
- Fuel (heating, generation and transportation)
- Shelter
- Generators, lighting, heating/air conditioning
- Sanitation facilities and supplies
- Body bags and refrigerated storage

➤ ***Waste Disposal (TBD)***

- Medical/hazmat waste
 - Other
- (refer to KAHHR plan)

➤ ***Care of Deceased (TBD)***

- Family notification
 - Temporary storage
 - Final disposition
- (refer to KAHHR plan)

➤ ***Documentation & Reporting (TBD)***

➤ ***Isolation & Quarantine Facilities (TBD)***

(refer to KAHHR plan)

➤ ***Acute Care Center***

(refer to KAHHR plan)

PLANNING

Representatives from POD communities to the Regional Coordinating Committee (RCC) of the Keene All Health Hazards Region (KAHHR) have assumed responsibility for all preliminary planning. Adapting plans at the POD site to the specific needs and evolving conditions of an actual health emergency will be the responsibility of the POD Manager, in communication with the local EMD, Health Officer and Board of Selectmen. Updating of plans to reflect lessons learned and/or changes at the local, regional, state or federal levels will be the responsibility of the Stoddard OEM and Health Officer, in conjunction and communication with representatives from the other POD towns and KAHHR.

➤ ***Drills & Exercises***

Representatives of the POD communities will exercise the POD plan to test for flaws or areas of potential improvement, and to familiarize staff with operations. Such drills and exercises may take place independently, at the discretion of the Stoddard EMD. In most cases, however, plans will be exercised in conjunction with other regional PODs, through the coordination of the KAHHR.

➤ ***Plan Writing & Maintenance***

The Office of Emergency Management will assure that the POD plan is kept up to date, in coordination with other POD communities and the Keene All Health Hazards Region. The plan should be reviewed and updated at least annually.

FINANCE & ADMINISTRATION

➤ ***Expenditures***

All financial authority relating to local POD expenditures rests with the Board of Stoddard Selectmen or their designated representative. Outlying towns within the POD region are responsible for their own expenditures.

➤ ***Administration***

POD administrative duties will be directed by the POD Manager, with such assistance as may be required from Town agencies and other resources as available.

➤ ***Public Information & Media Relations***

A Public Information Officer (PIO) will be designated by the Board of Selectmen to provide a single point of contact and consistent messaging to the public. In the event of a widespread event, such duties may be assumed by a regional PIO at the County, State or Federal level.

➤ ***Staffing***

The POD Manager will be responsible for staffing the POD site, utilizing whatever personnel resources may be available. This may include regional first-response and OEM staff, Town employees, Medical Reserve Corps (MRC), CERT and/or other volunteers.

Town departments taking part in the POD effort will direct their own staffing assignments, in consultation with the POD Manager, including the assignment of Mutual Aid resources, as needed and available.

Staffing will provide for multiple shifts and the potential of continuous, long-term operation.

The safety and well-being of POD and support staff is paramount, and every effort will be made to assure that staff receives adequate rest, shelter, refreshment, health protection, sanitation, security, counseling and/or other support necessary to do their jobs effectively.